



County of San Bernardino

Program Dispatch

First Edition, Fiscal Year 2010-2011



Creative Solutions Through Innovation

**Mental Health Services Act Dollars
Working in the Community!**

Service Goals

The objectives of Innovation are:

- **Increase the access and quality** of services, including better outcomes to underserved, unserved and inappropriately served
- **Contribute to learning and develop** projects through a process that is community driven, inclusive and representative of unserved, underserved, inappropriately served populations
- **Promote interagency collaboration**

Why was Innovation Created?

The County of San Bernardino is comprised of a culturally diverse population. Latinos comprise 51% of the population and African Americans represent 10 %. Asian Pacific Islanders at 6%, are a diverse and growing population. Native Americans /Tribal communities represent 1%. With this population data in mind, community forums and focus groups were conducted giving residents in our diverse communities the opportunity to participate in the decision making process for developing projects to meet community needs.

Priority issues expressed by County residents for Innovations:

- Addressing disparities in access to services for the county's ethnic and cultural communities
- Developing effective mental health education strategies throughout the county's diverse communities
- Tapping into the strengths of the county's diverse communities
- Collaboratively addressing hidden and vulnerable populations of children and youth.
- Testing and learning from strategies that are adaptable to the county's specialty populations



Commissioner, Gabriel Gonzalez
Behavioral Health Commission, First District

Positive Results

The Innovation component is in the early stages of implementation.

Use of Social Media to increase access to services

Data from our social networking project which utilizes Facebook to communicate and share local behavioral health news and topics with county residents and consumers are showing promising acceptance. The data tracked since January 2011 indicates **14,000** individuals have viewed our page and **24,300** individuals have taken the time to browse our articles.

Coalition Against Sexual Exploitation (CASE)

CASE will strive to develop and test a collaborative model of interventions and services to reduce the number of diverse children drawn into prostitution and exploited. To date:

- **25** Minors Served
- **28** Public Presentations
- **1,654** Community Contacts

Services included intensive case management, building of rapport, advocating in court proceedings and making treatment recommendations to the court, therapy, placement, and working with family members of the clients.

The Holistic Campus

The Holistic Campus will:

- Increase access to underserved groups by creating campuses that are community driven and culturally informed
- Offer individuals from all cultures, backgrounds and ethnicities services which will include culturally specific healing strategies that are cross-cultural and cross-generational
- Use strategies such as acupressure, acupuncture, sweat lodges, pet therapy, yoga and healing circles
- Establish collaborative relationships with physical health providers and community based organizations that deal with housing, employment, education and benefits issues

Residents of the County of San Bernardino will be served by three Holistic Campuses serving the various regions:

- West-end
- East Valley and Central areas
- High Desert



Making A Difference

New Innovation Projects for 2012 include:

The Interagency Youth Resiliency Team — January 2012

A mentoring program designed for foster youth, wards of the court and their caregivers.

Transitional Age Youth Behavioral Health Hostel — Summer 2012

A peer-driven short term crisis residential treatment facility designed for youth ages 18 to 25.

Challenges

The very nature of the Innovation Component of the Mental Health Services Act is to implement original ideas which challenge previously set standards. Other challenges include:

- Development of client tracking databases
- Balancing available staff hours with required hours for project execution and monitoring
- Coordination of fiscal year time management with calendar year schedules
- Maintaining high levels of community interest



Solutions in Progress

- Encouraging contractors and their staff to participate in department sponsored technical assistance workshops
- Working with Information Technology on the development of secured database tracking systems for client level reporting
- Development of a marketing program to promote community awareness around Innovation projects

Collaborative Partners

Thank you to the following partnering agencies:

Department of
Behavioral Health

San Bernardino County Dis-
trict Attorney's Office

County of San Bernardino
Probation Department

San Bernardino County Sher-
riff's Department

County of San Bernardino
Children and Family Services

County of San Bernardino
Children's Network

County of San Bernardino
Public Defender

"I feel more aware of DBH events since the computers were installed at our clubhouse" -Client comment

For information regarding services please call:

ACCESS UNIT

(888) 743-1478 or (888) 743-1481 (TTY)

Dial 2-1-1 to get information and referrals for health and social services.
Get connected with a live operator 24 hours a day, 7 days a week.